

**A RESOLUTION
BY TRANSPORTATION COMMITTEE**

07- R -1515

A RESOLUTION AUTHORIZING AN INCREASE IN THE COMPENSATION PAID TO EAGLE GROUP INTERNATIONAL FOR YEAR THREE OF CONTRACT FC-7593-03; CUSTOMER SERVICE AT HARTSFIELD-JACKSON ATLANTA INTERNATIONAL AIRPORT, NOT TO EXCEED \$61,805.47; TO BE CHARGED TO AND PAID FROM FUND ACCOUNT AND CENTER NUMBER 2H01 523001 R47001 (AIRPORT REVENUE FUND; SERVICE/REPAIR/ MAINTENANCE CONT., OPERATIONS); AND FOR OTHER PURPOSES.

WHEREAS, The City of Atlanta (the "City") owns and operates the Hartsfield- Jackson Atlanta International Airport (the "Airport"); and

WHEREAS, by Resolution 04-R-0544, adopted on May 3, 2004 and approved by the Mayor on May 5, 2004, the City Council approved the execution of FC-7593-03; Customer Service at Hartsfield-Jackson Atlanta International Airport (the "Contract") between the City and Eagle Group International ("EGI"), under which EGI provides and manages customer service personnel at the Airport; and

WHEREAS, the term of the Contract is three years with a single one-year renewal option to be exercised at the sole discretion of the City; and

WHEREAS, EGI successfully and satisfactorily fulfilled its obligations during the second year of the Contract, and

WHEREAS, the Contract provides for a discretionary Cost of Living Adjustment ("COLA") for year three of the Contract of up to 3% of the compensation paid to EGI for year two of the contract; and

WHEREAS, having reviewed local and national cost of living and inflation data, the Aviation General Manager has determined that a 3% COLA is appropriate and has recommended that EGI receive a 3% COLA, not to exceed \$61,805.47, for the third year of the Contract, to become effective retroactive to November 1, 2006; and

WHEREAS, including the COLA to be authorized by this resolution, the total compensation to be paid to Contractor for the third year of the Contract shall not exceed \$2,105,302.36.

THE COUNCIL OF THE CITY OF ATLANTA, GEORGIA HEREBY RESOLVES that a 3% Cost of Living Adjustment shall be applied to the compensation paid to Eagle Group International for year three of Contract FC-7593-03; Customer Service at Hartsfield-Jackson Atlanta International Airport, not to exceed \$61,805.47, effective retroactive to November 1, 2006.

BE IT FURTHER RESOLVED, that the total amount of compensation to be paid to the Contractor for the third contract year, including the COLA authorized by this Resolution, shall not exceed \$2,105,302.36.

BE IT FINALLY RESOLVED, that the COLA will be charged to and paid from Fund Account and Center Number 2H01 523001 R47001 (Airport Revenue Fund; Service/Repair/ Maintenance Cont., Operations).

LEGISLATIVE SUMMARY

To:

TRANSPORTATION

Caption:

Resolution Authoring the Mayor to Approve an Amendment to Contract FC 7593-03; Customer Service at Hartsfield-Jackson Atlanta International Airport to provide for a 3.0% Cost of Living Adjustment (\$61,805.47) to the compensation paid to Eagle Group International in year three of the contract to be paid from fund account and center number 2H01 523001 R11006 (Airport Revenue Fund, SERV, REPAIR,, MAINT, Cont. Operations and for other purposes.)

Committee Meeting Date:

August 1, 2007

Council Meeting Date:

August 20, 2007

Legislation Title:

Resolution Authoring the Mayor to Approve an Amendment to Contract FC-7593-03; Customer Service at Hartsfield-Jackson Atlanta International Airport to provide for a 3.0% Cost of Living Adjustment (\$61,805.47) to the compensation paid to Eagle Group International.

Requesting Dept.:

Aviation

Contract Type:

Professional Services

Bids/Proposals Due:

July 16, 2003

Invitations Mailed:

91

Bids/Proposals Received:

25

Bidders/Proponents:

Eagle Group International, Inc.
Cole Financial Services
E. C. London & Associates
Huntleigh Corporation
Airport Terminal Services
The Guardian Security
General Aviation Terminal
Durham Companies, Inc.
Airport Group International
Express Personnel Services

Kelly Services
Corestaff Services
ETI
Pro Staff
Apple One
Talent Tree
Flightserv, Inc.
Staffing One, Inc.
Corporate Temps
PRTW Services, Inc.

Blethcher Enterprise Group, Inc.
Evergreen Aviation Ground
Concierge International, Inc.

Aston Staffing
People Staff, Inc.

Contractor:

Eagle Group International, Inc.

Estimated Value:

\$61,805.47

Scope Summary:

To provide the Department of Aviation with up to seventy-six (76) customer service representatives, four (4) supervisors and six (6) administrative assistants to provide their services 365 days a year, including holidays during the hours of 6:00 A.M and 11:00 P.M.

Background:

The program was established for participants to welcome and proactively assist the traveling public in a courteous and friendly manner and to provide accurate information regarding airport services, amenities and facilities.

Justification:

The purpose of this legislation is to amend the contract with Eagle Group (FC7593-02) in order to provide for a 3.0% Cost of Living Adjustment (61,805.47) to the compensation paid to Eagle Group International in year three of the contract.

Evaluation Team:

DOA, Finance and the Office of Contract Compliance

Term of Contract:

Three (3) years with one (1) renewal option

Fund Account Center:

2H01 523001 R11006

Related Legislations:

06R0805, 05O1924, 04R1208, 04O1200, 04O0639,
and 04R0544

Prepared By:

Jessica Boston

Contract Number:

FC-7593-03

MEMORANDUM

TO: Benjamin R. DeCosta
Aviation General Manager

FROM: Robert Kennedy
Aviation Assistant General Manager

DATE: March 06, 2007

SUBJECT: Customer Service Contract FC7593-03 Cost of Living Adjustment
Request (COLA)

Our provider of Customer Service Representatives, the Eagle Group, has requested a three (3) percent Cost of Living Adjustment in accordance with the third year of the current contract. I am recommending that the full 3% is approved and I am seeking your approval to proceed with the cost of living adjustment. My recommendation is based upon the following information:

- In order for the Eagle Group to attract, motivate and retain high caliber, multilingual employees to meet the needs of our customers, they must be able to offer competitive salaries.
- The current contract allows for wages between \$8.50 and \$15.50 per hour. New employees start at \$10.00 per hour and the maximum allowable cost of living adjustment of 3 percent will only provide a raise of \$12 per week or \$624 annually (before taxes).
- Based on statistics obtained from salary.com our Customer Service Representatives compensation for a \$10 per hour employee (\$20,800/ annual earnings) is well below the 10th percentile annual wage of \$23,568 in Metro Atlanta.
- Other organizations recently enacting COLAs:
 - Social Security beneficiaries received a 3.3% increase beginning in January 2007.
 - The Fulton County Budget Committee has recommended to the Board of Commissioners that they consider an across-the-board 2% COLA for the full year and an additional 2% COLA beginning in July 2007.
 - The city of Atlanta provided employees with a 2.2% cost of living adjustment in 2006 and an additional 2% COLA is planned for July 2007.

If you have any questions, or need additional information, please let me know.

OK
Ben



COPY

TRANSMITTAL FORM FOR LEGISLATION

TO: MAYOR'S OFFICE

ATTN: GREG PRIDGEON

Dept.'s Legislative Liaison: Anita Williams

Contact Number: 404-530-6600

Originating Department: Aviation

Committee(s) of Purview: Transportation

Chief of Staff Deadline: 7/09/07

Anticipated Committee Meeting Date(s): 8/01/07

Anticipated Full Council Date: 8/20/07

Commissioner Signature: 

Chief Procurement Officer Signature: 



CAPTION

A RESOLUTION AUTHORIZING AN INCREASE IN THE COMPENSATION PAID TO EAGLE GROUP INTERNATIONAL FOR YEAR THREE OF CONTRACT FC-7593-03; CUSTOMER SERVICE AT HARTSFIELD-JACKSON ATLANTA INTERNATIONAL AIRPORT, NOT TO EXCEED \$61,805.47; TO BE CHARGED TO AND PAID FROM FUND ACCOUNT AND CENTER NUMBER 2H01 523001 R47001 (AIRPORT REVENUE FUND; SERVICE/REPAIR/ MAINTENANCE CONT., OPERATIONS); AND FOR OTHER PURPOSES.

FINANCIAL IMPACT (if any) \$61,805.47

Mayor's Staff Only

Received by CPO: _____ Received by LC from CPO: _____
(date) (date)

Received by Mayor's Office: 7.11.07  Reviewed by: 
(date) (date)

Submitted to Council: _____
(date)